



STATE OF INDIANA

JOSEPH E. KERNAN, GOVERNOR

Mary L. DePrez, Commissioner
BUREAU OF MOTOR VEHICLES
100 North Senate Avenue
Indianapolis, Indiana 46204
Telephone: (317) 233-6000

INTERPRETER/TRANSLATOR POLICY OCTOBER 2004



INDIANA BUREAU OF MOTOR VEHICLES
DRIVER SERVICES DEPARTMENT

An Equal Opportunity Employer

ABOUT BMV CERTIFICATION of INTERPRETERS and TRANSLATORS

The Indiana Bureau of Motor Vehicles (BMV) seeks to better serve our state's increasingly diverse population. To better communicate with our language-minority customers, the BMV is dedicated to partnering with reliable interpreters and translators who are willing to help customers with transactions while maintaining the integrity of BMV documents and records.

Certified BMV interpreters and translators are individuals (or representatives of organizations) who are approved to assist BMV customers with transactions at Indiana license branches. Individuals or organizations seeking certification are required to submit to a criminal background clearance, to submit required documentation, and to sign various waivers.

In an effort to promote the best customer service, only BMV employees or certified BMV interpreters and translators are allowed to assist customers at license branches.

The names of certified interpreters and translators are listed on the BMV Master List of Interpreters and Translators.

REQUIREMENTS for CERTIFICATION

Applicants for certification must meet the following requirements. **Failure to comply with one or more requirements will prevent certification.**

Each prospective interpreter/translator must:

1. Be at least eighteen years of age and represent, or work for, a governmental entity, educational institution or cultural/ religious organization.
2. Submit an Interpreter/Translator Affidavit.
3. Submit a résumé or curriculum vitae.
4. Submit an Interpreter/Translator Application.

5. Submit two references on letterhead from two different organizations that have used their services as interpreters or translators. References will be verified.
 - a. For individual applicants: One reference should be from the organization they represent, and the other reference should be from a client company or organization for which the applicant has provided interpreter/translator services.
 - b. Organizations seeking certification should submit references from two different clients.
6. Submit the Agreement to Allow Electronic Sound Recording. This waiver allows the BMV to make electronic recordings of customer transactions involving the interpreter/translator. The waiver must be signed and dated.
7. Forward results of the full criminal background check from the Indiana State Police to the Driver Services Department of the BMV. Applicants can obtain this form by calling (317) 232-8200 or contacting the Indiana State Police at the Indiana Government Center, 100 North Senate Ave. Room N430, Indianapolis, Indiana 46204.
8. Submit a signed Authorization for Release of Information allowing the BMV to perform a background check including, but not limited to: employment history, credit history, educational records, court records, motor vehicle records and state tax records.
9. Submit an Authorization for On-site Inspection.
10. If the applicant is an interpreter, the applicant must submit a sample of work. Sample must be in form of audiocassette and must have both English and the foreign language recorded for review. (If the applicant interprets for more than one language, please provide a sample of each language on only one cassette.)
11. If the applicant is a translator, the applicant must submit a sample of work. Sample must be a copy of translated material in both English and in the foreign language. Sample to be a maximum of two pages (one in English and one in the foreign language.)

RESTRICTIONS on INTERPETERS AND TRANSLATORS

Once certified: No person may act as an interpreter/translator for a friend, relative or business associate. Violators will be removed from the BMV Master List of Interpreter/Translators and their certification cards will be revoked.

No one will be permitted to provide interpreter/translator services who:

- **Is not specifically named on the BMV Master List of Interpreters and Translators**
- **Does not possess and present a valid BMV certification card upon the request of branch personnel**
- **Does not provide adequate proof of identification upon the request of branch personnel**

Interpreters and translators are certified for a period of one year from the date the certification is issued, unless revoked.

Upon review of all submitted documents and required verifications, the BMV will notify applicants by certified mail whether they are certified to participate in the program.

NOTE: Accurate, ethical translation and interpretation are of the highest importance to the BMV and its customers. Anyone with questions or information about possible violations of this policy is urged to contact the BMV at 317-232-2892.